



U.S. General Services Administration

Federal Acquisition Service

Airline – Customer Partnership Meeting City Pair Program

FY 2010 Solicitation

October 16, 2008

Discussion Topics – Pre-Determination

- Baggage Fees
- Seat Selections
- Fuel Surcharges
- Ticketing Time Limits
- SmartPay2

Baggage Fees

- FY08 – Unbundling of Services
- Inconsistent between carriers
- Inconsistent among Customer groups
- Confusing at curbside/counter
- Standardize across Customer groups

Seat Selections

- Difficult to receive seat assignments
- Domestic and International
- Seat Maps – Restricted / Unavailable
- Mission critical

Fuel Surcharges

- FY08 – Offset spike in fuel costs
- Allowed if Commercially Applied
- In Place 14 days
- FY09 – Allowed
- FY10 -

Action Items to Evaluate

- **Ticketing Time Limits (TTL)**
 1. Evaluate the impact TTL would have on current booking and ticketing practices including mission / financial impact
 - a) **DTMO Pilot concluded September 26 – Evaluating processes**
 - b) **CPP Analysis – Phase I received October 10**
 2. Develop a standard definition for TTL
 - a) **Based on 7days prior to departure for advanced booking**
 - b) **Within 24 Hours for ticketing inside of Limit**
 3. Assess programming requirements for Defense Travel System and E-Gov Travel Service to accommodate TTL
 4. Identify impacts of increased changes/cancellations to reservations and re-issued tickets i.e. travel agency fees
 5. Assess overall mission / cost impact

2. Develop a standard definition for TTL, continued

Assuming a 7 day TTL	ACTION
Reservation made months prior to departure	Issue ticket 7 days prior to departure
Reservation made 10 days prior to departure	Issue ticket 7 days prior to departure
Reservation made 7 days prior to departure	Issue ticket immediately or within 24 hours after reservation is made
Reservation made 6 days or less prior to departure	Issue ticket immediately or within 24 hours after reservation is made

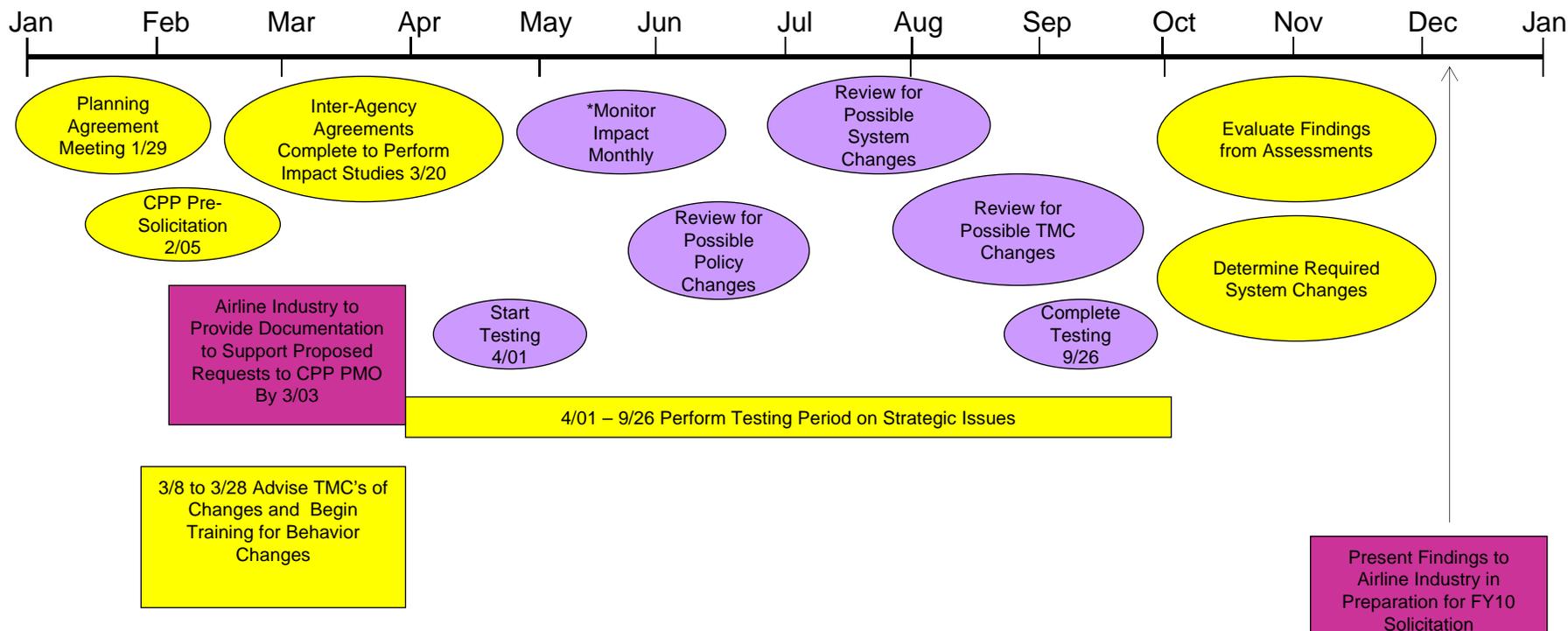
Reservations not ticketed 7 Days prior are automatically cancelled

Ticketing Time Limit Findings

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Strategic Assessment



Assess programming requirements for Defense Travel System and E-Gov Travel Service to accommodate TTL

- Defense Travel System still evaluating the impact
 - CTO – May Require Contract Modification
 - DTS – System Change –
 - DTS TAW Dates are hard-coded into system
 - Program change required
- E-Gov Travel Service - TTL will have minimal impact
- CTO/TMC – minimal impact as TTL is loaded into Fare Rules for auto cancellation

SmartPay2

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Travel Card



Integrated Card

The first four numbers listed below are the Visa and MasterCard Prefixes (Association Prefixes) that identify the card as a GSA SmartPay2 Government Charge Card.

- **MC5568**
- **MC5565**
- **VISA4486**
- **VISA4614**

Additionally, the fifth digit of the account number identifies the whether or not the cardholder is an authorized or non-authorized user of the City Pair Program Contract.

The sixth digit of the account number then identifies whether the user holds a centrally or individually billed account and whether it is mandatory or non-mandatory user of the CPP, and any combination thereof.

City Pair Program (CPP) Account Numbering Sequences for GSA SmartPay® Travel Charge Accounts

Association Prefixes

XXXX

Fifth Digit

0-3 = Authorized use of the CPP

4-5 = Reserved

6-9 = Non-Authorized use of CPP

Sixth Digit

0 = Centrally billed account non-mandatory CPP**

1 = Individually billed account, non-mandatory CPP

2-4 = Individually billed account mandatory CPP

5 = Reserved

6-9 = Centrally billed account, mandatory CPP